

## **South Carolina Department of Health and Human Services**

### **Transportation Advisory Committee**

#### **Meeting Minutes**

**June 23, 2016**

**Committee Members in Attendance:** Coretta Bedsole, Lydia Hennick, Lynn Stockman, Dr. Keith Guest, Troy Sapp, and Gloria Prevost.

**Committee Members via Telephone:** Scott Lesiak, David Elliot, Ken Welch, Coretta Bedsole.

**Guests in Attendance:** Krista Martin (Phone), Michael Egan, Scott Bagwell (Phone)

**SCDHHS Staff:** Courtney Sanders, Stacey Shull, Maudra Brown, and Jenny Stirling.

- I. **Welcome and Introductions:** Coretta Bedsole, Chairwoman of the TAC called the meeting to order.
- II. **Purpose of the Transportation Advisory Committee (TAC): (Skipped)** The purpose of the TAC meetings is to meet quarterly to review performance reports and to make recommendations to resolve issues or complaints (Discussed in a different Agenda Item)
- III. **Meeting Minutes Approval:** The committee approved the meeting minutes for March 10, 2016.
- IV. **Staffing Update:** At three of the four Transportation Quarterly Advisory Council Meetings; Greenville – June 14, 2016, North Charleston – June 16, 2016, and Florence – June 17, 2016 the attendees were informed the Director of Health Services Operations, Mr. Stephen Boucher resigned his position with SCDHHS. On June 22, 2016, SCDHHS staff was informed that Mr. Boucher will resume his former position. At the June 23, 2016 TAC Meeting and subsequent June 24, 2016 Columbia Quarterly Advisory Council Meeting the attendees were informed of the aforementioned disclosure, retraction, and reinstatement of Mr. Boucher in his former position.

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- V. **Stakeholder Input – Procurement Update:** Courtney Sanders spoke about the new RFP; The Department is currently observing the quiet period of the Procurement Process, and Meetings are being scheduled internally to discuss the RFP, answer all questions submitted, and publish an updated timeline for the RFP. Amendment Number Two rewrote the RFP and Amendment Number Four answered questions related to Amendment Number Two; budget, rates, air ambulance, and fixed rates are reflected in Amendment Number Four. Lynn raised a question of recurring (standing) trips vs. regular (non-standing) rates, and why recurring was less; Courtney advised Lynn the answer is in Amendment Number Four. Additionally, Lynn stated the rates were possibly jeopardizing her business in the rural communities and the ability to transport members; Dr. Guest expressed concern for all communities. Courtney stated that network adequacy will be discussed with the Awardee and any related issues will be handled between the Transportation Coordinator and SCDHHS. Courtney reminded the TAC Members that we are still in the quiet period and the RFP would not be discussed further. On March 10, 2016, Coretta Bedsole read a letter she received from Lisa Firmender of Generations Unlimited regarding the RFP in protest and rates. A discussion began regarding the rates and the providers are concerned about sustainability. The biggest concerns were regarding long distance trips and standing orders. Courtney Sanders reminded the TAC Members that we are in the quiet period, and SCDHHS were not allowed to speak on the RFP. Coretta encouraged the TAC Members to FOI all documents related to the RFP process. Courtney Sanders informed the TAC Members to refer to the Procurement Link provided in previous correspondences to receive the most updated information on the RFP process. Courtney Sanders will provide an update at all future meetings regarding the RFP. Several Providers present expressed concerns regarding rates and technology. Lydia Hennick addressed the TAC by expressing her intensive readiness review and preparatory meetings prior to LogistiCare's implantation, and ensured the TAC the State would do that follow that same intensive process during the future implantation. Courtney read the Legislation establishing the TAC aloud to the committee, and stressed that Procurement is not in their purview; The State will continue to provide Medicaid Transportation to Eligible Medicaid Members of South Carolina utilizing credentialed Providers contracted by the Broker and that is and should be our focus.
- VI. **Gross Reporting:** During the March 10, 2016 TAC Meeting, Providers spoke to the cost to their business for Rider No Shows; when the provider arrives at the residence or facility and the member is not there or refuses transport, without cancelling prior to transportation enroute. The data that is reported on the Report Cards, is based on verified paid trips, and trips that are cancelled due to Rider No Shows is quantified in the Gross Data. A conference call and follow up conversation was conducted during the June 23, 2016 TAC Meeting regarding what other useful data or parameters could be analyzed using the Gross Data. At this time, only Rider No Show data was a topic of interest. SCDHHS and LogistiCare have been tracking and addressing Rider No Shows, based on the recently publicized Rider Rights and Responsibilities. Based on the TAC's request, data was pulled and presented during the June 23, 2016 meeting. After explanation of the data, and discussion some revisions were suggested for the data table; the TAC would like to see the data of unduplicated members, duplicated members, rider breakdown, and distribution of this document quarterly. SCDHHS and LogistiCare took notes, would discuss internally, and would present a more comprehensive document during the next TAC meeting.

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- VII. Program Monitoring Tools / Activities:** Reporting for the TAC has been modified; Reporting is Statewide versus Regional. Provider Retention was added; Report of Injuries/Incidents was modified; removal of DHHS internal Complaint Tracking; Transportation Provider Performance Reports and Summary was modified. TAC was allotted several minutes to review and discussion would follow. Motion to approved new reporting format, all seconded; so ordered. TAC will revisit if necessary.
- a. Transportation Broker Performance Reports (April - June 2016) – Trips, Denials, and Complaints Statewide (SFY 2016, SFY 2015):** Discussion surrounding the 'Explanation of Complaint & Denial Categories' was initiated by Dr. Guest. To the external individuals or groups the terminology is confusing and not specific. Dr. Guest suggested examples be given for certain terms, and more exact definitions provided. Lydia Hennick with LogistiCare acknowledged the external parties struggle, but stated changes to the 'Explanation of Complaint & Denial Categories' will be discussed internally with SCDHHS and any changes reported. On March 10, 2016, SCDHHS and Logisticare presented a list of proposed glossary terms, recommendations were made, the discussion lengthened, and TAC Members were advised to email Courtney Sanders with further recommendations. Discussion will continue at the June 23, 2106 TAC Meeting.
  - b. Transportation Provider Performance Reports:** The report was summarized into a one pager versus the multiple pages. No comments or discussion.
  - c. Complaint by Provider Type:** One pager was added to the TAC Reports to define Complaints by Provider Type and complaint type. Upon review of the document the TAC Members requested definitions for Private, Commercial, and 'Other' provider type. Lydia stated Private Providers only transports their Members (Adult Day), Commercial is both their and public members; 'Other' provider is defined as any other provider type, gas mileage reimbursement. The TAC Members motioned the 'Other' provider type category be removed, all seconded; so ordered. TAC will revisit if necessary.
  - d. Transportation Broker Accounts Payable Aging Report:** SCDHHS and the TAC have requested to have the information contained in the two page document to be compressed into one page; the TAC approved. Doug commended LogistiCare on their payment methodology and efficiency; he continued by also commending the Electronic Claim System, highlighting the accuracy and efficiency the system has allotted his company.
  - e. Transportation Provider Retention:** No comments or discussion.

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- f. Report of Injuries / Incidents:** Dr. Keith Guest expressed concern over the lack of medical representation on the Injury and Incident Review Panel. Dr. Guest stated that there have been deaths on the vehicles, and we need to address those issues. Courtney spoke to her knowledge and tenure in this position and stated that there had been no deaths reported within the last year, and to the best of her knowledge, the only death on the vehicle was a driver, but no member had died during transportation; LogistiCare supported Courtney's statement. Dr. Guest, also expressed concern about drivers, and their procedure during emergency situations with members. The concern was if a driver's action or lack of action contributed to the patient's outcome. LogistiCare discussed their policy and procedures regarding emergencies on board the vehicle and their expectation of their providers and drivers. After much discussion, it was determined that the chart containing the percentages was too convoluted and wasn't as informative as the injury 3 x 3 chart presented. SCDHHS will discontinue use of the aforementioned chart, and add a 3 x 3 chart for incidents. The documents will be presented at the September 22, 2016 TAC Meeting.
- g. Report of Meetings:** During the June 25, 2015 meeting, Stephen moved to summarize by provider and other parameters; the draft was presented by Lydia and the committee approved the template and parameter of fiscal year vs. calendar year. The finalized document with valid data will be presented at the December 10, 2015 TAC meeting. On December 10, 2015, Lydia presented the one pager document representing the Report of Meeting document; data was not accurate in this document, for presentation only. TAC Members commented on the simplicity of the document, motion to approved new reporting format, all seconded; so ordered. TAC will revisit if necessary. Specific meeting data can be requested at any time and provided. On March 10, 2016, the new revised document was presented, no questions were posed, and the current format will be utilized for all future reporting.

**XI Advisory Committee – Current Issues/Concerns:**

Coretta will be working with the Office of Aging to secure representation to fill the mandate vacancy on the TAC.

Questions arose regarding the correlation between the utilization of the broker system and healthy outcomes for members.

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Michael Egan of LogistiCare presented the newly established Rider Rights and Responsibilities, all Medicaid Members utilizing transportation service must adhere. The issue of Rider No Shows was presented to the TAC; providers that were present stressed the financial impact of rider no shows to their company and to their schedules/manifest. LogistiCare asked that all providers file complaints on Members that no show for their transportation, so chronic offenders can be addressed and outreach can be completed to the member and any applicable advocates to ensure all medical appointments are being attended. The TAC Members asked to see data regarding rider no shows; LogistiCare stated that data is present in the Gross Reporting numbers, and the Broker Report Card only reports on verified paid trips. SCDHHS and LogistiCare will gather a report of gross reporting numbers; SCDHHS asked the TAC Members what other parameters would be of value from the gross numbers. At the time the question was posed, TAC Members requested time to ponder, and Courtney Sanders suggested a conference call at a later date, and an appointment would be sent to TAC Members following the meeting. Data to be presented on the June 23, 2016 TAC Meeting. Based on the aforementioned Gross Reporting discussion a more comprehensive document would be presented during the September 22, 2016 TAC Meeting.

The meeting adjourned at 11:45 a.m.

All meetings will be conducted at the South Carolina Department of Health and Human Services from 10:00 a.m. to 12: 00 p.m.